

RFP 2016 -006 FAQ FOR EVCMS

No.	RFP Section	Question	Answer
1	General	The RFP states that there are 80 users and possibly double that in two years. What is the number of concurrent users (users logged in at the same time)?	We can only speculate at this time the average number of concurrent users actively using the new solution. A best guess would be 40.
2	General	Trying to clarify the data migration tasks – Is this correct? Only the Certificate of Discharge information data will be migrated. No other data (including workbooks) will be migrated.	<p>The Certificate of Discharge database as described in Section 6.1.6.3 must be migrated to the new solution.</p> <p>In Section 6.1.7, the RFP describes a second data migration source. In this case, as described in Section 7.3.7, second bullet from top, we are asking vendors to provide a separate quote to migrate the Certificate of Discharge form images, because the WDVA at this time is uncertain it will want to migrate those images to the new solution.</p> <p>So, there is definitely one data migration task (the Certificate of Discharge database records); and there may be a second, as just described.</p> <p>Individual spreadsheets that are in use today are not required to be migrated.</p>
3	5.2., p. 27, (WDVA RFP 2016-001 01 20 2016.pdf)	The RFP states “The Vendor must also provide a brief description for three (3) relevant experiences in the past 36 months in providing consultancy, analysis, technologies, software, hardware services for implementing an EVCMS system as presented in this RFP”. In the reference, does the system have to be an actual Veteran Case Management System or could it be an enterprise system with similar complexity and size?	It is preferable to be a Veteran Case Management System, but can be an enterprise system (preferably performing case management tasks) with similar complexity and size.
4	6.1.5. , p. 30, (WDVA RFP 2016-001 01 20 2016.pdf)	Under 6.1.5 Priorities, the RFP lists the requirement priority. Is the High priority requirements mandatory requirements?	It is mandatory that all vendors, to be considered responsive, complete Column H for all non-Stakeholder Request requirements. The WDVA will work with the apparent successful vendor to decide which requirements to implement in which phases (if applicable), considering both priority, cost, and the vendor's solution proposed.

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5	6.3.2., p. 39, (WDVA RFP 2016-001 01 20 2016.pdf)	Approximately how many individual application forms will need to be migrated to the new system?	<p>The WDVA has just recently begun using a PDF-based universal application form to capture common information about the veteran and/or his/her family. However, each veteran program has unique business information it must also collect and manage.</p> <p>We are looking for vendors to suggest the best approach for capturing common data, while also adding support for the unique program data required. The Business Entity Models in Section 6.3.4.1 (p. 40) describe the business information the WDVA requires, especially Diagrams 22 and 23.</p> <p>A best guess on the number of forms would be 17: one master form to collect common information; and 16 "sub-forms" to collect program specific information.</p>
6	Exhibit G Business and Technical Requirements Package	Requirement R18 states - Solution can capture and store electronic signature for documents. Is this a public key signature? What type of electronic signature is being requested?	The state has not determined specific implementation requirements regarding electronic signatures. Digital signatures, based on public key cryptography, are one possible implementation. Vendors should propose the solution they feel represents best practice given the content and nature of the transactions within the proposed system.
7	Exhibit G Business and Technical Requirements Package	Requirement R28 states - Solution will allow non-WDVA users to be defined and given access. Note: This includes WDVA Provider Professionals rendering services to veterans, and also veterans. Are these non-WDVA part of the 80 users mentioned in the RFP? If not then approximately how many of these non-WDVA would be using the system concurrently?	<p>Veterans and provider professionals are not part of the original estimate of 80 users (who are internal WDVA staff and management).</p> <p>The WDVA envisions provider professionals using the new solution to enter invoice and session information, as described in Diagram 26. See Business Entity Models in Section 6.3.4.1 (p. 39). The number of provider professionals who will use the new solution is estimated at no more than 44, but it should be noted these users will be considered casual and infrequent users.</p> <p>The WDVA has not determined how veterans may or may not use the new solution in terms of self-service (i.e. change of address, checking on status of program). We cannot offer a credible estimate of the number of possible veteran users at the moment, but like the professional providers, they will be considered casual and infrequent users.</p>

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8	Exhibit G Business and Technical Requirements Package	Requirements R35 and R36 state that the solution would also be deployed as a mobile application on an Apple iPhone and an Android device. Is WDVA seeking an actual application or is the requirement to be able to utilize the system on their respective phones?	<p>Regarding R35 and R36, we anticipate the vast majority of EVCMS users will be accessing the new solution from their desktop PCs and in some cases, their laptops and tablets. R35 and R36 request the EVCMS to also be implemented on smartphones. The WDVA recognizes that the future EVCMS solution will have many features and some complexity that may not transfer well to an equivalent mobile application. We require vendors to respond to R35 and R36, but we encourage vendors to describe what features of their solution can be implemented on a smartphone.</p> <p>To clarify, the WDVA is not seeking development of a TBI mobile app as part of this RFP. As described in Section 7.3.8 and in R34, the types of information and frequency (and any other use cases) of information exchanged between the TBI app and the new EVCMS solution are currently in development. No specifics are available at this time. Vendors are also advised to describe their experience of sharing information with a mobile application using iOS and/or Android and recommend best practices in doing so.</p>
9	Exhibit G Business and Technical Requirement Package	Requirement R71 states "User can associate a service Provisioned Item, such as a gift card, with a Client (when it is issued)." Can you please clarify this requirement? Is the association data capture of the gift card? An image of the gift card?	<p>Diagram 23 of the Business Entity Models in Section 6.3.4.1 (p. 39) describes the relationship of Provisioned Item with a Consumed Service, then with a Consumed Program, and finally to the Client.</p> <p>Two WDVA programs, VIP and HVRP, frequently purchase gift cards and other items to give to veterans (or their proxies) in order to help them be successful in the respective program. For example, in the VIP case, the program manager may purchase ten (10) \$50 gift cards at a big box store and dole them out to select clients who may need basic items, such as toiletries, etc. The new solution should be capable of recording the purchase of these gift cards as inventory, then once given to a client, associating that gift card to the client (veteran or family member).</p> <p>In HVRP, program staff may purchase a hard-hat or steel-toed boots in order for the client to enter the workforce. These provisioned items, too, must be associated with the client.</p> <p>There is no requirement to image a gift card or any other provisioned item. However, if there is a unique identifier on the provisioned item, such as a serial number, it would be an advantage to store that in the solution (see "Item Identifier" attribute in the Provisioned Item entity in Diagram 23).</p>

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10	Exhibit G Business and Technical Requirements Package	Requirement R101 states" Solution provides automated mechanism for validating Tax ID Number". Can you please clarify this requirement? What are the automated requirements for the validation?	R101 is stating that the Taxpayer Identification Number (TIN), which can either be a Social Security Number "SSN" or Employer Identification Number "EIN", that these be automatically validated as being properly formatted for length and structure when either focus is moved from the field or the form is committed. The structure of an EIN is 99-9999999, whereas the structure of an SSN is 999-99-9999.
11	7.3 (M) Other Solution Requirements	On page 43, 7.3.1 lists Exhibit F, IT Security Response but on page 7 it is listed as its own separate proposal. Please confirm where in the response package it should be.	Yes, the response to Section 7.3.1 will be completed by submitting Exhibit F as a separate section in your response.
12	7.3 (M) Other Solution Requirements	Please state where our answers to the following requirements should be placed; 7.3.2, 7.3.3, 7.3.4, 7.3.5, 7.3.6, 7.3.7, 7.3.8	These sections will be answered in your Technical Proposal under Subsection 9.1.1.2. (M/S) Other Technical Requirements, page 51 of the RFP.
13	Exhibit G, Business and Technical Requirements Package.xlsx	The requirements are listed as High, Medium, Low and Nice to Have. In analyzing the requirements and determining what is part of the \$600,000 budget, can you please list in order of priority the requirements? Is it High, Nice to Have, Medium, Low or High, Medium, Low, Nice to Have or another combination?	<p>The priority in terms of importance to WDVA is: High, Medium, and Low. Nice to Have means that WDVA's business operations can absolutely function without meeting that requirement; however, if the solution can support a Nice to Have requirement, that is good. All requirement responses will be scored.</p> <p>Please see Section 10.3 (p. 53), second paragraph, for instructions on packaging cost proposals for implementing solution requirements that exceed \$600,000.00.</p>
14	Section 10.9, p. 54 - (M) TRAVEL, HOTEL PER-DIEM COSTS	<p>"The Vendor must provide the total cost for expenses, travel, hotel and per-diem. Include all expenses necessary to provide the Vendor's solution."</p> <ul style="list-style-type: none"> Is this required as part of our cost proposal or due upon award? Costs will fluctuate depending on time on year and flight & hotel availability. Would WDVA accept an average cost? 	This is required as part of a Vendor's cost proposal. Average cost would be acceptable or estimate based on current market costs.
15	Section 11, p. 56 – Best Value to WDVA	In which proposal would WDVA like this to be placed? Vendors will have provided two cost proposals.	It should be submitted as its own section. Best value response and cost proposals are separate sections within each Vendor's proposal.
16	Section 2.10 - Acceptance Period	Please clarify 120 days from due date of proposal receipt equals July 25, 2016.	The Acceptance Period for a Vendors offer to be valid for is 120-days from proposal due date, which is May 11, 2016. Vendor's proposal must be kept valid for 120-dyas which would be approximately September 9, 2016. However, the Vendor chosen will have been chosen by June and their offer would be accepted by the WDVA. So we would never get to 120-days unless something comes up preventing the WDVA from making a selection.

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17	Section 2.3, p.12	On Section 2.3, page 12, Schedule indicates that contract work would start on July 1, 2016.	Yes, contract work is anticipated to start on September 1, 2016. During July and August we will be negotiating the contract to meet the September 1, 2016 start date. However, this is all based on the ability of the WDVA and selected Vendor to negotiate a contract and execute it. Also, the period of performance in Section 1.3 is an estimate and will be negotiated based on the chosen Vendors project plan and the approval by OCIO and DES.
18	General	Are there any additional security requirements for the DD 214 file?	No, the DD 214 data is generally the same type of data that the EVCMS will hold on clients (names, addresses, SSNs, DOBs, etc.) therefore the security requirements are the same.
19	General	Is Computer Telephony Integration a consideration for the project?	It is not a requirement, but, we would certainly consider the option for telephony integration.
20	General	Do the Veterans know their local Service Officers or do they utilize the hotline service?	Veterans may call our toll-free phone number or obtain a list of local Veteran Service Officers from our website. Veterans Service Officers are also usually listed in the phone book.
21	General	Do you plan to track service providers in the solution?	Yes, we will track referrals made to service providers and referrals made from service providers. These are requirements R302 and R339 in Exhibit G (Business and Technical Requirements Package) of the RFP.
22	General	Can we assume the first proposal will be accepted in an electronic form – then two hard copies to follow?	The RFP requires a complete electronic proposal be submitted to the RFP Coordinator by 4 p.m. March 25, 2016. Five business days after this submission two original signed hard copies as outlined in Section 3.5, page 21.
23	General	Have you looked at any vendor systems prior to the release of the RFP?	We had brief demonstrations by Salesforce, Unite Us, Vetraspec, Benevets, Iron Data/MicroPact, and Panoramic.
24	General	Will you select from the RFP process exclusively or narrow down the field and entertain presentations from say the top three vendors?	The selection process is outlined in Section 12 starting on page 57. The RFP evaluations will be used to pare the field down to a select number to call in for demonstrations.
25	General	Does the \$600,000 represent the first year costs or overall costs for two years?	The \$600,000 includes cost for the EVCMS from the contract start date till 30 June 2017. This project must be completed NLT 30 June 2017, this includes all subscriptions/service agreements, customization/implementation for phase I, II, and III.
26	General	Does the prime have to have three government past performance examples or can this requirement be met by a vendor team?	The prime must ensure three government past performance examples are met by the total team being proposed if you utilize subcontractors. In addition, the prime must have 3-years' experience as a prime.

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27	Section, 1.2, 5.1 and 5.2	Section 1.2 of the RFP specifies that the "vendor must have at least three years of experience in providing services required in this RFP". Section 5.1 specifies that the past performance must be for similar work performed from a government agency. Section 5.2 specifies that past performance must be for implementing an EVCMS. However, Section 5.2 then goes on to specify that a vendor must demonstrate proficiency with the processes of an EVCMS. It is not clear whether a vendor must have implemented an actual EVCMS for a government agency or if the processes representative of an EVCMS are sufficient. For instance, implementation of an Electronic Health Record System for a government agency would appear to satisfy the requirements for a software implementation similar in size and scope with similar processes, however, it is not specifically an EVCMS. Please clarify the past performance requirement.	<p>Minimum requirement is 3 years' experience implementing case management systems or similar types of systems and services. Each Vendor must demonstrate from their past engagements-- even if they do not have enterprise veteran case management or even case management experience—that they have the wherewithal to complete an implementation such as an EVCMS. Vendor can utilize past experience from other engagements that show enterprise system work and similar work that would be done to implement an EVCMS for the WDVA.</p> <p>We are aware there is not an overabundance of EVCMS implementation in the market place. The state of Washington tends to be most aggressive in providing services to veterans and their families. Case management as a term has different connotations when considering the people it serves and the industry it is within, i.e., healthcare, insurance, etc.</p> <p>The key message from the referenced sections in the questions is that WDVA does not want to take a chance with a firm that has not implemented an enterprise-level system or are using the WDVA as the first dive into a project as complicated as this or has not successfully completed a project that is case management specific. Bottom line, Vendors must show enterprise level capabilities and experience, and that this project is not their first foray into an effort of this scope and complexity.</p>
28	General	Are there plans around what happens after the two year period?	Our vision has always strived to be the best in the business. With this funding, we must have success. Then we would like to be able to add additional capability and modules on to the system continuing to make processes better and improve. We strive to have the highest quality platform we can purchase. This is the cornerstone of our system and we need to get this right the first time to show the legislature that improvements in additional phases would be efficacious to the WDVA.
29	General	Why host outside the state of WA infrastructure?	No requirement to host the data center in the State. However, must have a data center to host in the continental US. The requirement is to have the selected Vendor to host the data on their cloud in the continental US. This requirement relieves the state from having to manage the many different applications that agencies use. State resources (manpower) is limited. The use of the cloud is important to enable agencies to obtain services they would not have the manpower to manage.
30	Exhibit G Spreadsheet	What does the WDVA mean, "Persist the following business entity and its entity attributes."	"Persist" in the context of the business and technical requirements, notably R222 – R309, means that the business entity information, including all of each entity's attributes, must be capable of being stored in the EVCMS solution so it can be created, updated and deleted by the solution's authorized users as necessary. "Persist" means it is permanent business

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			<p>information that must be stored and retrieved by users of the solution. It is not temporary information that does not need to be stored.</p> <p>Readers of the RFP are strongly encouraged to study the Business Entity Models (there are six), which is the graphical equivalent of R222 – R309. The Business Entity Models in Section 6.3.4.1 (p. 39) describe the business information the WDVA requires, especially Diagrams 22 and 23. A case management solution that does not include the business information requested in R222 – R309 would be of little use to the WDVA.</p>
31	Exhibit G Spreadsheet	Would the WDVA consider rewording questions using the word "Persist"?	The use of "persist" in the business and technical requirements stands. Readers should refer to the answer to question 30. In short, readers may safely presume "persist" to mean "store" or "save."
32	General	Does the \$600K cover only the 12 months of the period of performance?	The \$600K is to fund this Phase III of the project, which is anticipated to be from September 1, 2016 through June 30, 2017.
33	<p>Exhibit F IT Security Checklist, Personnel Security-Provide IT security orientation and supervision of employees and monitor contractors who have access to agency IT Assets.</p> <p>-Ensure that appropriate staff conduct is achieved and maintained related to security matters.</p> <p>-Conduct reference checks and background investigations as required by the agency IT security program and authorized by the agency.</p> <p>-Require employees to receive appropriate awareness training and regular updates on agency and OCIO IT Security Policies and standards as described in Section 1.4.</p>	<p>We believe that these requirements only apply to contractor personnel that are performing the solution implementation services and not the Cloud Services Provider (CSP) personnel that are hosting the solution.</p> <p>The Cloud Service Provider engages the services of a background screening vendor to conduct background checks, as on employees at the time of hire in the U.S.</p> <p>The CSP adheres to FedRAMP requirements without tenant specific training. The CSP's process requires employees to sign and acknowledge receipt of the Employee Handbook, the Code of Conduct, and the Employee Proprietary Information and Rights Agreement. Employees also take code of conduct and legal compliance training. Initial and annual Security Awareness Training includes security best practices, threat recognition, compliance and policy requirements, and reporting obligations. Follow-up security awareness training is presented to all personnel.</p> <p>Can WDVA please modify these requirements accordingly?</p>	WDVA does not have the authority to modify Washington State policies regarding IT Security. The chosen vendor will work with WDVA to document the vendors' IT Security controls, procedures, and policies. Any apparently successful vendors' proposal will have to be approved by a central design review team. If individual controls are missing it will be the design review teams' job to approve or reject the deviation from the standards.

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	<ul style="list-style-type: none"> -Provide opportunities for IT Security support staff to obtain technical training. -Impose appropriate sanctions for security violations. -Establish processes for the timely removal of system access for employees and contractors when duties change or when separating from service. -Include appropriate language in vendor contracts to require compliance with OCIO and agency security policies, standards, and requirements. -Require employees and contractors to comply with these IT security standards and agency IT policies and procedures. Each user should be made clearly aware of this responsibility. -Identify, document, and implement rules for the acceptable use of IT assets consistent with rules provided by the Washington State Executive Ethics Board. 		
34	Exhibit F IT Security Checklist, Security Monitoring and Logging - CTS will monitor state networks with Intrusion Detection and Prevention systems at critical	The Cloud Service Provider solution is a multi-tenant service. Annual site visits can be negotiated, but in consideration of our other customers, random access cannot be permitted. As a multi-tenant service, compartmentalization is virtual, not physical. The Cloud Service Provider contracts with third party auditors to	<p>The standard cited in question 39 refers to IPS and IDS devices installed on networks that host state systems and data. Washington State does require that vendors implement and monitor IDS and IPS devices for any system containing protected information.</p> <p>Question 39 appears to be unrelated to the cited standard; WDVA understands that in many cases on-site audits are not practical for vendors.</p>

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	<p>junctures. Agencies that deploy Intrusion Detection and Prevention systems must ensure the systems are configured to log information continuously and the logs are reviewed periodically as set forth in the agency IT Security Program.</p>	<p>inspect and review our security. The results of these audits can be provided as desired. Please note that the Cloud Service Provider utilizes an Intrusion Detection System and provides the system to customers as a part of its service. Can this requirement be removed or adjusted for a multi-tenant service?</p>	<p>In these cases the state relies on third party audits, internal documentation, and discussions with vendor personnel.</p>
35	<p>Exhibit F IT Security Checklist, Incident Response - Establish, document, and distribute an incident response plan to be used in the event of system compromise. At a minimum, the plan must address specific incident response procedures, recovery and continuity procedures, data backup processes, roles and responsibilities, and communication and contact strategies in addition to the following:</p> <ul style="list-style-type: none"> a. Escalation procedures. b. Designate specific personnel to respond to alerts. c. Be prepared to implement the incident response plan and to respond immediately to a system breach. d. Provide appropriate training to staff with security breach response 	<p>The Cloud Service Provider is a service provider and the State would be one of hundreds of thousands of customers using the service.</p> <p>CSPs can contractually commit to incident response reporting timeframes in a customer contract. One component driving the timeframes are the CSP's ability to communicate to a wide customer base in the event of an incident. In a multi-tenant cloud environment, the CSP could be reporting to thousands of customers if there is a security incident impacting multiple customers.</p> <p>CSPs utilize one incident response process for all customers. Utilizing one approach allows for scalability and ease of operations.</p> <p>As such, will the WDVA adjust the requirements for breach notifications to align with the existing CSP reporting requirements that also align with FedRAMP?</p>	<p>WDVA does not have the authority to modify Washington State policies regarding IT Security. The chosen vendor will work with WDVA to document the vendors' IT Security controls, procedures, and policies. Any apparently successful vendors' proposal will have to be approved by a central design review team. If individual controls or policies are missing it will be the design review teams' job to approve or reject the deviation from the standards.</p>

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	<p>responsibilities.</p> <p>e. Have a process to modify and evolve the incident response plan according to lessons learned and to incorporate industry developments.</p> <p>f. Incorporate the incident response plan in the agency IT Security Program."</p> <p>Test the incident response plan at least annually.</p> <p>Leverage the statewide incident response capabilities such as the WACIRC and the CTS Computer Security Incident Response Team to satisfy these response standards. Agencies are also encouraged to participate in appropriate security alert response organizations at the state and regional levels.</p> <p>Develop and maintain a managed process for system availability throughout the agency that addresses the information security requirements needed for the agency's business operations.</p> <p>Are the requirements in this section currently satisfied for this project?</p>		

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36	General	What is the total number of external named users that will require authenticated access to the system?	We estimate about 44 professional providers (e.g., veteran service organizations, mental health professionals). See answer to Question 7 for more information.
37	Exhibit F IT Security Checklist The IT Security Checklist is to be completed by Vendor's technical groups to assist the WDVA IT security staff. Vendors are required to answer the following questions by certifying that they meet the requirements or provide detailed information so the WDVA can ascertain the Vendors security abilities as it relates to the state of Washington requirements.	Are vendor's required to provide a point-by-point response to Exhibit F IT Security Checklist? The instructions currently read as if Vendor's should provide certification that <i>their</i> proposed solution meet controls that <i>WDVA will place on their own IT staff and IT assets</i> . Please clarify.	WDVA will have to present a comprehensive checklist indicating how the apparently successful vendors' system meets each item in the IT Security standards. A thorough description of the controls and policies that meet the standards outlined within the checklist will assist the evaluation team in determining the quality of the vendors' IT Security Program and likelihood of compliance with standards.
38	Pricing Question	Is the 600k budget before tax or after tax?	After taxes.
39	RFP Section 9.1.1.1 - Page 50 Response Codes	Can the agency please clarify response codes: SF+CV and SF+CC? Instead of saying "paid for by" do you mean "to be performed by"?	<p>"SF+CV" means that the vendor can meet the associated requirement with a combination of standard functionality (that should be ready to demonstrate if so requested by the WDVA) and some amount of customized effort that the vendor will pay for.</p> <p>"SF+CC" means that the vendor can meet the associated requirement with a combination of standard functionality (that should be ready to demonstrate if so requested by the WDVA) and some amount of customized effort that the WDVA will pay for.</p> <p>Vendors can choose to bundle this cost within the NTE \$600,000, or in \$30,000 increments if their cost proposal is more than \$600,000. Regarding the second question, the WDVA will not be performing any implementation work, whether paid for by the Vendor (CV) or by the WDVA (CC) as Vendor will perform all implementation work.</p>

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40	RFP Section 9.1.1.1 - Page 50 Response Codes	We would like the agency to consider amending the definition of the first response code: SF - Standard Functionality – Requirement is already realized with current product offering." We suggest the agency change this to: "Standard Functionality – Requirement is already realized with current product offering or can be achieved with minor configuration such as user defined set-up parameters. No "coding" is required to address this requirement."	The definition in the RFP stands. We presume that standard functionality may include using parameters to configure the solution. Vendors asked to demonstrate standard functionality per one or more requirements that do indeed involve setting of parameters should be prepared to configure those parameters prior to the demonstration but to demonstrate how those parameters are defined or configured. If the requirement cannot be met by standard functionality alone, then vendors are advised to choose either "SF+CC" or "SF+CC".
41	Exhibit G: Business & Technical Requirements: #R210	The requirement states: "Authorized user can specify the number of concurrent users of a specific role that may be concurrently logged on to system." Does the agency actually mean: "Authorized user can VIEW the number of concurrent users of a specific role that may be concurrently logged on to system?"	No, this requirement was documented in case we wish to limit the number of concurrent users able to log on simultaneously, for performance or other security reasons.
42	Exhibit G: Business & Technical Requirements: #R71	User can associate a service Provisioned Item, such as a gift card, with a Client (when it is issued). Does the agency require that the system integrate with stored value card systems to manage and track real-time store card transactions and balances? Or just simply associate the service with the client?	Regarding the first question, no. For the answer to the second question, see answer to Question 9.
43	General	Can you please explain the AP/AR process that is noted in the swim lane diagrams? We recognize that the AP is for payment to providers, etc.? Where does the AR come from? Can you share the Excel files that are used to track these transactions?	AP stand for Accounts Payable and AR stand for Accounts Receivable. This process is for approving vendor payments (Form A19) and direct client support items (Form 032) such as gift cards, or requesting a check to a retail vendor in order to purchase items for a client such as bus passes.
44	General	I heard during the pre-bid conference that providers may not have access to the system. Is this true? We are under the assumption that providers will have access via a Community portal	We will have nine veteran service organization providers that will be entering contract performance results in the EVCMS in addition to 35 behavioral health providers, for a total of 44 providers. (See answers to Questions 36 and 7).
45	General	How are actual accounting transactions booked into the state accounting system? We are assuming that the EVCMS is a system to record the action and the actual	Accounting transactions are manually entered into the state accounting system by AR and/or AP staff based of the Form A19 and/or Form 032 (see Answer 43). Yes, the EVCMS is a system to record the action and the

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		ledger transaction is done in the accounting system. Is this correct? We are assuming that the transaction records have to be transferred on a scheduled basis from the future EVCMS to the accounting system?	actual ledger transaction is done by the accounting team. There is no direct interaction between the EVCMS and accounting systems but we expect the EVCMS to produce the hard copy Form A19 and Form 032.
46	General	We recognize that there are no integrations required for this project. However, there is a requirement to send data to the accounting system on a frequent basis. Does this need to be automated OR is the expectation that somebody will extract data into a CSV and push it over to accounting. Also, I believe accounting transaction reconciliation data will come to the EVCMS and we are assuming that this to will be in a CSV format for upload.	See answer to Question 45.
47	General	We are assuming that all veterans will have a login and password on the communities' portal so that they can see their information and services being offered to them. They may not choose to use the on-line portal, but the facility is available to them. Do you expect veterans to be able to update any data that they see on the portal? OR is it "view only"?	We will ask the vendor to help us explore this issue and may or may not choose to provide a communities' portal based on the business need, costs, security requirements, and other considerations. If we choose to have a communities' portal it will be a way for veterans to securely contact us with their questions and needs. We will not allow clients to update the underlying client data (names, addresses, phone numbers, emails, etc.) at this point.
48	General	In addition, to data flowing out to the accounting system, are there any other systems that need data from EVCMS?	Data will not flow out of EVCMS to the accounting system, but EVCMS will create the Form A19 and Form 032 for the accounting team. There are no integration requirements to other systems at this time although future interface requirements may develop as described in the RFP section 7.3.8.
49	General	As is Process #15: How does this process work today? Paper based? We understand that the VIP Coordinator does all the processing for credit cards, gift cards, etc. How do all these transactions get reflected in your core accounting system?	This process is currently paper based and the VIP Coordinator initiates the process, whether a credit card or a paper check is used using the Form 032. These transactions are then manually entered into the accounting system by Accounts Payable (AP) staff members.
50	General	Of the 85 business processes that have been identified, several of them are for the Financial Services Division. Are the processes for the Financial Services Division part of the core EVCMS OR are they part of the accounting application currently in use? Is it fair to	Business Processes 81-85 were documented as part of the previous project phase. They are not to be considered part of the core EVCMS. However, the WDVA envisions that Provider Professional billing information be exported from EVCMS to be used by the agency's Financial Services section, which uses a variety of tools, including Excel, QuickBooks and the

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		assume that Financial Services Division uses Excel just like the Veterans services division for their work?	state accounting system, AFERS. There are no current requirements (in this RFP) to integrate these systems with EVCMS. That may change in the future.
51	General	As is Process #78; Is the Secure FTP process done manually? If so, should that continue?	For the moment and the immediate future, Secure FTP will be used. If a future, more direct, capability of exchanging information between other State agencies and the EVCMS presents itself, the WDVA may choose to explore those options. Vendors that have current solutions that support direct information exchange with other State agencies are encouraged to elaborate this capability in their proposal.
52	General	As is Business Process #3. Do you expect the contract management process with provider to be on the EVCMS? OR will be it done outside like today?	No, the contract process will be outside the EVCMS on its own system.
53	Section 7.3.8	On page 46, you talk about integration with iOS and Android applications? Can you elaborate on the applications you use today and where is the data for those applications stored (cloud/on premise)?	Applications are not currently in use, however the TBI program has received funding to develop an application to engage clients with a mobile application. This data will be stored in a cloud platform.
54	General	Can you explain the breakdown of the number of 80 users – example: Management, Case Workers, back office, etc.?	There is no specific breakdown of user roles. You can assume that all 80 users will be using the system with the same frequency and use habits.
55	General	Will the 8-10 locations all have Case Workers? Will each location have essentially the same technical environment and be doing the same work functions?	The WDVA does not refer to its Veterans Benefits Specialists as “case workers.” All locations will have Veterans Benefits Specialists on site, and all do similar work functions per the programs they serve. (There are no “lite” versus “heavy” users of the solution.) The technical environments in the outlying offices are similarly configured as the Central Office in Olympia.
56	Section 6.1.6.2	On page 31 of the RFP, it says there is currently no solution for case management. Should we assume these cases are managed in spreadsheets?	Yes.
57	Section 6.1.7	On page 32, the RFP discusses the Certificate of Discharge forms and database. We are assuming these files will need to be migrated to the new EVCMS, Correct?	See Answer 2.
58	General	What is the average size of each Certificate of Discharge Document?	The hardcopy Certificates of Discharge are scanned and saved as PDF files. The average size of a single Certificate of Discharge rendered to PDF

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No.	RFP Section	Question	Answer
			is 345 KB. However, some have scanned as low as 178 KB and some as high as 652 KB.
59	General	Does the WDVA have any plans to use browsers other than IE 11 (Chrome, etc.)?	No.
60	Section 6.3.4	On Page 39 and 40, the RFP discusses “end of life” some Excel spreadsheets with the new EVCMS. Should we assume these Excel spreadsheets need to be accounted for in the new system as various tables, list views, reports, dashboard metrics, etc.?	<p>All business information required in the future, including all relevant information that Veterans Benefits Specialists and Program Managers maintain in their various Excel workbooks, is included in the Business Entity Models (see RFP Section 6.3.4, page 39). Requirements R222 to R309 specifically require the solution to support this business information. Requirements R310 to R415 require certain business information be associated (or linked) to other business information.</p> <p>We could not find any reference to “end of life” discussion in the sections/pages you list. However, it is the goal of the WDVA to all but eliminate personal and team utilized Excel workbooks.</p> <p>Requirements R167 – R187 contain the reporting requirements the solution should be capable of generating.</p>
61	Section 10.3	On page 53, the RFP mentions the alternative cost proposal (Part B) if the total costs exceed \$600,000. If the proposed cost does exceed \$600,000, do only the costs above \$600,000 need to be grouped in increments of \$30,000?	Yes
62	Section 10.6	On 10.6 Vendor Sales Tax, can you further explain when this would be applicable?	Sales tax would be applicable if the Vendor is selling products to the WDVA. Most likely the tax involved would be a B&O tax the states collects from businesses. Vendor should contact the Washington State Department of Revenue for clarification of all taxes that may be applicable under this contract. It is identified in Section 26 of Attachment A of the Sample Contract on page 73 of the RFP.
63	Section 6.1.11	Will the WDVA programs listed on pages 34-37 of the RFP remain in service for the remainder of 2016 and beyond? Is it possible some of these programs may change (in purpose and criteria) in the future and will more programs be added?	The majority of WDVA programs listed on pages 34-37 will remain in service for the remainder of 2016. However, some programs may be discontinued by the end of the calendar year, such as 6.1.11.2 CABHI/BRIDGES and 6.1.11.4 Clark County Incarcerated Veterans Reintegration (IVRS). And it is possible that some of these programs may change in scope and that additional programs may be added.

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No.	RFP Section	Question	Answer
64	General	Can we refer to previous sections if the information being requested has already been provided in previous sections?	Yes, however, it must specifically state the section, page and paragraph.
65	General	Please note your size limit for e-mail files submitted for this RFP?	25MB
66	General	Is a wholly owned subsidiary of the vendor that may be engaged to provide services under this contract considered to be a subcontractor?	No, but the same requirement will be met for the wholly owned subsidiary as a subcontractor within the RFP. Must spell out the same information that would be required. The contract would be written differently for a Vendor that is anticipating to using a wholly owned subsidiary.
67	General	Can the vendor add additional Exhibits to the proposal for supporting documentation to responses?	Yes, a Vendor may provide additional exhibits. However, they must be contained within the section that they pertain to. Do not list references at the end of the RFP. Would like to keep the evaluation process streamlined and time efficient. All information is to be kept within each Section of the RFP, including exhibits or reference material. Keep in mind no sales material is desired.
68	6.1.3 Vision	Please provide a reference to Washington State IT Security Standards and platforms approved for use by WA State agencies.	Standards: https://ocio.wa.gov/policies/141-securing-information-technology-assets/14110-securing-information-technology-assets Approved Platforms: http://des.wa.gov/services/ContractingPurchasing/ITContracts/ITMasterContract/Pages/default.aspx
69	7.3.4 Training Requirements Bullet point 8 "Specific training requirements germane to the WDVA."	Are the specific training requirements germane to the WDVA listed below this item (subsequent bullets), or is there a separate list for these requirements? If there is a separate list please provide.	There is not a separate list for these training requirements. All training requirements are described in RFP section 7.3.4 and vendors are expected to respond accordingly.
70	7.3.5. Scalability and Capacity Requirements Describe at a high level the effort required by the WDVA to incorporate additional data sources into the system.	By "incorporating additional data sources", do you mean interfacing with external data sources? If yes, then is this just importing the data or is this real-time data exchange?	You should anticipate both scenarios. The first scenario is the most likely for the short and medium term (next three years) since no federal systems currently offer integrated exchange of information through web services, SOAP messaging, etc. However, you should describe how your solution would be able to accomplish integrated exchange of information with State or federal systems (or other resources) should that opportunity present itself.

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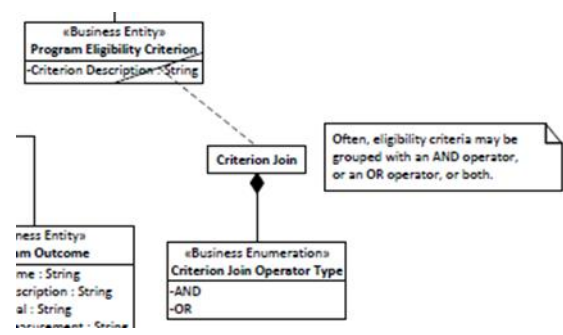
No.	RFP Section	Question	Answer
71	9.4. (M/S) PROJECT SCHEDULE Include a project schedule indicating when the elements of the work will be completed Project schedule must ensure that any deliverables requested are met.	How is this section different from section 8.2?	In section 8.2 The project plan must outline, at a general level, the vendor's proposed approach, resources, proposed schedule, activities, tasks, and deliverables required to implement the Vendor's plan. It goes hand in hand with Section 9.4. Section 9.4 will be a detailed project plan that has the complete implementation plan outlined.
72	Exhibit E	How are the Optional Costs and Additional Required Costs to be provided as part of Exhibit E?	The additional costs will be entered in the applicable Tabs and will be its own line item within the respective Phases. Optional costs will be added by using a separate Tab in the spreadsheet that outlines these costs to the WDVA. All costs whether required, additional or optional will be entered into the Excel spreadsheet.
73	Exhibit E	What is supposed to be entered into the Budget Cost tab? If the vendor is proposing a Fixed Priced Bid, how does this tab relate to the Project Cost Tab?	The budget costs will detail the total costs by respective elements. This will identify all costs in detail. The fixed sheet is used to identify the total fixed costs that the Vendor will not exceed for the project implementation plan and should be supported by the Project cost, Budget costs and expense tabs.
74	Exhibit E	Can the vendor suggest changes or additions to the project milestones and corresponding payment schedules in Exhibit E as instructed in section 8.2 Project Plan: (...develop it so that the plan and all approaches, resources, activities, tasks and deliverables coincide with your cost proposal ...)	Yes, however, the additional milestones should be identified within each phase or implementation phase with the applicable information outlined.
75	Exhibit G R8 Solution can render the Certificate of Discharge file as an XML file.	Is this request for interfacing purposes or for some export purpose where one of the format options will be XML? Is there an XSD (Schema Definition) available for the XML format?	This is a Nice to Have requirement and the vision was that exchange of Certificates of Discharge information from the DMDC would indeed be accomplished via XML. This is currently not the case (and, as such, no XSD exists); DMDC sends information via comma-separated value (CSV) files. The WDVA envisions use of XML will increase, both within federal systems and within State systems.
76	Exhibit G R26 - Solution can render an electronic form in its original format and print it. Note: The target form would be designed in Adobe.	What is meant by "target form?" Must the solution fill in an existing Adobe form, or can the solution create a document with the same format as the original that is suitable for printing?	The WDVA utilizes forms such as the OQ45. Currently, most of the OQ45 are completed manually, with pen or pencil. We envision this and other forms may eventually be replaced by online forms, such as an Adobe-designed form. If so, data entered into this form would be imported into the EVCMS. Conversely, once imported, OQ45 data residing in the EVCMS could be used to print a copy of the original Adobe form.

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No.	RFP Section	Question	Answer
77	Exhibit G R35 - Solution is also deployed as a mobile application on Apple iPhone. Exhibit G R36 - Solution is also deployed as a mobile application on Android devices.	Do you intend to use Apple iPhones and Android phones as well as tablets? The user interface on a mobile phone is fairly small. What workflow did you envision using on the mobile device?	First question at left: Yes, but see answer to Question 8. Second question at left: See Answer 8. Third question at left: Per answer to Question 8, we have not determined what major features would be feasible for inclusion on a smartphone or small tablet.
78	Exhibit G R37 - Automated reminder to WDVA accounting, based on criteria, that they have billed client (i.e. King County).	Are the recipients of reminders users in the system or are they external recipients?	Both. See R37 and also R45.
79	Exhibit G R69 - System can export Professional Provider billing and services information into a pre-formatted Excel worksheet.	By "exporting into a pre-formatted Excel worksheet", do you mean export the data into a format that can be imported into an Excel worksheet, or export an Excel worksheet that is formatted according to specifications?	<p>This Nice to Have requirement pertains to populating an A19, which is an Excel-based form for capturing a Provider Professional's billing information. It is not a tabular or columnar spreadsheet where using an external data source such as a CSV file would work easily. Instead, it has a lot of static information along with table-formatted cell areas where actual data resides.</p> <p>The WDVA envisions retiring the A19 in the future, but we may require that data stored in the EVCMS be exported and then imported into the A19 into specific non-sequential cells.</p> <p>Please see the sample A19 forms at : www.dva.wa.gov/about-wdva/rfp</p>
80	Exhibit G R76 - Solution can support a workflow queue metaphor that can be accessed to one or more users. Note: WDVA receives many referrals of Clients from external (and important) sources, such as other agency executives, the Governor's office, and legislators.	Please define and provide an example of "workflow queue metaphor".	<p>R76 is hereby restated to correct a typographical error in the first sentence, twelfth word: "Solution can support a workflow queue metaphor that can be accessed by one or more users."</p> <p>A workflow queue can be defined as a first-in/first-out list of work or tasks to be done. Many customer-related businesses use workflow queues, such as call centers, help desks, insurance claims centers, etc. The WDVA's specific needs for this requirement is explained in the note in R76. We receive many referrals of veterans. These referrals must be placed in a first come / first serve queue (or list) such that any number of WDVA Veterans Benefits Specialists can take a referral off the queue and begin working on it.</p> <p>It is no different than an Outlook shared mailbox.</p>

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No.	RFP Section	Question	Answer
81	Exhibit G R101 - Solution provides automated mechanism for validating Tax ID Number.	Is this an internal validation (based on format and content, e.g., 00-0000000) or an external validation that requires sending a message to a web service to verify an entity's Tax ID Number?	See answer to Question 10.
82	Exhibit G R109 - Solution supports auto-tabbing when mandatory-fill fields are completed. Note: Mandatory-fill field would be a telephone number; an Organization name field is not. Field validation rule would apply to former.	Does this require the cursor to advance to the next field without user interaction (e.g. without user pressing the Tab key on the keyboard) as soon as the mandatory data is entered in a field?	Yes
83	Exhibit G R113 - Authorized user can assign "confirmation on delete" to one or more business entities.	Does this mean something like a confirmation pop-up when a user takes action to delete a record, or is this a requirement that another user must confirm the deletion action initiated by the first user?	Your first option.
84	Exhibit G R156 - Solution should provide the ability to sort/resort the data elements returned in the results.	Is this requirement for all grids returned in the application, or for certain reports?	Any results that are populated into a tabular display with rows and columns should be column sortable. This applies to pre-defined reports and queries, and also to ad-hoc queries or searches that return tabular results.
85	Exhibit G R190 - Solution must support at a minimum the following dashboard display formats: Table; message list (i.e. blogs and statuses); bar chart; pie chart; scatter chart	Are requirements for the content of the dashboard display available, or will these be developed/determined later?	There are no examples, mock-ups or actual dashboard screens in use at WDVA. The purpose of this requirement is to understand your solution's ability to construct a dashboard display that is composed of some or all of the elements that are listed in the requirement. Any dashboards desired will be determined after initial solution implementation.
86	Exhibit G R192 - Solution must support flexible refresh rates for dashboard content.	Is the requirement for the dashboard to auto-refresh while a user is watching the screen without any user interaction (e.g. without pressing a button, etc.)?	The requirement is not asking for real-time refresh of a display. It is asking for the ability to have an authorized user set the refresh rate for a dashboard. Whether this refresh rate applies to exactly one dashboard

No.	RFP Section	Question	Answer
			(meaning, each individual dashboard can have its own refresh rate) or for all dashboards defined is immaterial to the WDVA.
87	Exhibit G R207 - Authorized user can permanently delete selected data from database.	Is "permanently delete" a hard delete (completely removed from the data base and not retrievable) or a soft delete (removed from the user interface, marked inactive, but retrievable from the data base)?	<p>R207 presumes that some data will be "soft-deleted," meaning the data in the database row(s) remains but is no longer accessible by unauthorized users.</p> <p>The motivation for this requirement is to be able to recover data inadvertently deleted by a user without having to do a database restore. An authorized user (i.e., system manager) would have the ability to re-enable the deleted data. Too, that authorized user could permanently delete that data from the associated database tables and rows.</p>
88	Exhibit G R383 - Associate Program Eligibility Criterion with another Program Eligibility Criterion. (Recursive referencing.)	Please provide an example.	<p>Eligibility for certain WDVA veteran programs is sometimes compound in nature. Example: (1) Has no subsequent residence identified AND (2) Lacks the resources or support networks needed to obtain other permanent housing.</p> <p>WDVA must be able to store eligibility criteria to support the following examples: A and B but not C; (A or B or D) and C.</p> <p>See Section 6.3.4 in the RFP. Diagram 24 in the Business Entity Models illustrates the recursive relationship between individual criteria. A snippet is included here but we encourage all vendors to study the Business Entity Models carefully.</p>  <pre> classDiagram class ProgramEligibilityCriterion["«Business Entity»\nProgram Eligibility Criterion"] { -CriterionDescription : String } class CriterionJoin { } class BusinessEnumerations["«Business Enumerations»\nCriterion Join Operator Type"] { -AND -OR } ProgramEligibilityCriterion --> CriterionJoin CriterionJoin --> BusinessEnumerations ProgramEligibilityCriterion --> ProgramEligibilityCriterion </pre> <p>Often, eligibility criteria may be grouped with an AND operator, or an OR operator, or both.</p>
89	General	Are we to include Data Migration as part of our proposal and is it included in the 600k budget?	Yes, as part of your cost proposal. Section 10.3.3 discusses this. However, it will not be part of the \$600K.

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No.	RFP Section	Question	Answer
90	Section 2.3 – Estimated Schedule of Procurement Activities	We respectfully request a two (2) week extension to the Proposal Due date to allow us to carefully review and effectively scope the requirements and software product to WDVA's objectives.	There will be no extensions as funding has an end date.
91	Section 10 – Proposed Solution Costs	To the best of our knowledge and review of the RFP, the RFP is silent on whether license and maintenance fees for COTS software are to be included in the \$600K budget. Can we assume that license and maintenance fees are separate from the \$600K budget? Also, please describe how you would like us to submit this cost.	License and maintenance costs will be part of the \$600K for the first year of implementation, ending June 30, 2017. However, it depends on how the Vendor prices it out. The follow-on monthly subscription costs should be included. Add this cost in Tab A and B if applicable by adding a new subcategory, i.e., licensing, subscription, maintenance.
92	Section 7 – Proposed Solution Requirements	Please confirm where in our proposal the WDVA would like the information required of the vendor in RFP section 7. Is WVDA's expectation that we would exclude in our proposal section Technical Response (#5 on WDVA's list of major proposal sections on page 20)?	7.2 is answered in Exhibit G and is covered in Section 9.1.1. Section 7.3.1 is covered in Exhibit F, IT Security Checklist and Sections 7.3.2 through 7.3.8 are to be covered in Section 9.1.1.2.
93	Section 9 – Technical Requirements	<p>Please confirm where in our proposal the WDVA would like the information required of the vendor in RFP section 9.</p> <p>There appear to be two references to Exhibit G. Once in Section 7 and again in Section 9. In section 7, there is an additional narrative response underneath "Other Solution Requirements." In section 9, WVDA also requests narrative response to experience (9.1.2, 9.1.3, 9.1.4 and 9.1.5).</p> <p>Would WDVA like the narrative responses asked in RFP section 7 and 9 both in the vendor's Technical Response section?</p>	See response to Question 92 above.
94	Section 9 – Technical Requirements	How does WDVA distinguish between the request for Project Plan in RFP section 8.2 and a work plan in RFP section 9.3? Would an MS Project Plan suffice for both requirements?	See response to Question 71.

No.	RFP Section	Question	Answer
95	General	Could WDVA share a list of significant “pain points” that the agency desires to have the proposed solution address?	<p>Pain points are:</p> <ul style="list-style-type: none"> Manually Intensive – Veterans Services and Behavioral Health Services can be considered essentially a manual operation, augmented by some basic tooling like Word and Excel. Sure, there may be exceptions—the Vet Corps program’s use of eGrants and America Learns are two examples—but on the whole, there is not a 360° view of our clients that is consistent and widely available to all interested parties in-house (the Vet Corps applications are external to WDVA). A large percentage of processes that are manual (or mixed manual/automated) limit effective use of operational constraints, don’t effectively enforce business rules (or policies) and lay open WDVA staff’s interpretation on what in the process is important (or not) and what sequence the process should take. (Ad hoc work is anticipated but not all ad hoc work is desirable.) Data Quality – Data quality is an issue at WDVA but you are not alone: it is the single-most vexing problem for public and private enterprises. The reasons are numerous, but most issues arise because of a lack of sustained commitment to the three Ds: Data Governance (including quality tactics, security and data issue management); Data Management (including ownership, data organization (such as dictionaries and crosswalks, data lifecycles, dissemination, operations, and recovery)); and Data Migration (because the enterprise is usually always in flux). Data Quality suffers because humans make errors and without good validation rules for web forms and fields within those forms, data suffers. An unintended consequence to the current user climate at WDVA (where each program maintains their own client data in Word and Excel), is that bad data doesn’t get widely disseminated as it would if a centralized EVCMS were currently implemented. Note: Data quality will not go away completely with a new EVCMS. Human error is still very much capable of entering the picture. Data Sharing – Because of the nature of program work, operating culture and an altruistic view of service veterans, it’s easy to get wrapped up in your own world of serving your clients. That, and the lack of collaboration tools—Excel and Word are decidedly not collaboration tools—makes it difficult if not impossible to share information about a client. Lack

No.	RFP Section	Question	Answer
			<p>of robust data sharing (we realize shared folders enable sharing but this is not robust or considered best practice) poses continued risks to sustained data quality and causes extra work effort to keep the process going. Low tech data sharing is prone to human error. Because data is not shareable there may be extra steps in a business process. These steps could be minimized or eliminated if there were sharing. Also, there is probably extra non-value-added (NVA) work that is performed to manage data folders.</p> <ul style="list-style-type: none"> • Data Governance – Insufficient or no data governance requires additional manual oversight that otherwise would be avoidable if governance processes and structure were instituted. • Data Naming and Range of Values Inconsistent – Across the spectrum of programs, there are five different range of values (enumerations) for Character of Service. Similar issues exist with Military Era, Gender, Household makeup, income reporting and ranges, and basic identity issues like consistent naming of people (relations), address information and contact information. Naming demographic information is also highly variable (<i>e.g. single vs never married</i>). • Insufficient, Inaccurate or No Data Dictionary (Until Now) – The diverse language of business across multiple organizations and stakeholder groups makes data requirements, data sharing, data identification, data validation and even data ownership difficult. Data Dictionaries that fall short in supporting these capabilities and recognizing key language differences (that are not always resolvable) are always problematic. Data crosswalks succumb to the same issues. • Data Translation and Presentation – Lack of a crosswalk infrastructure along with a process to maintain it. (This will be remedied in the future.) • Improper Tooling – Software and hardware tools that are not fit-for-purpose for managing enterprise data and enterprise constituents, and orchestrating business processes and workflow that use that data to serve those constituents. WDVA's tooling is not adequate.

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No.	RFP Section	Question	Answer
			<ul style="list-style-type: none"> Form Diversity – There is a high variety of form design and content across the spectrum of WDVA programs. Some of this is unavoidable because of programs requiring use of the grantor's forms, or specific information that must be captured and reported for the grant. But many WDVA programs have devised their own forms, especially intake and/or application forms. Yet, these are still highly variable. And though there are program-specific information on each form, there exists an opportunity to design a common foundational form for all programs, while treating program specific required information as an “add on” to the common form.
96	General	Please provide any additional available information about any current or envisioned future external users of the system.	See answer to Question 7.
97	General	Please provide information regarding any ADA compliance and accessibility requirements for users of the Enterprise Veterans Case Management System.	There are no specific ADA compliance and accessibility requirements for the EVCMS but we ask that the vendor follow best practices based on industry accepted standards.
98	RFP Section 1.2 QUALIFICATIONS, Minimum Qualifications bullet #3, pg. 9	Would WDVA consider vendors with at least three (3) years of experience providing case management solutions, as having met this minimum qualifications requirement if those solutions are not specifically veteran's case management systems?	Yes.
99	RFP Section 1.3 FUNDING, pg. 9, RFP Subsection 6.1.10 WDVA Funding, pg. 34, & RFP Section 10.3 (M/S) IDENTIFICATION OF COSTS, pg. 53	Can the WDVA please clarify if the not to exceed budget of \$600,000: a. Is to cover costs for both years of the contract or just implementation in year 1? b. Is intended to include any maintenance and support costs?	See answer to Question 25.
100	RFP Section 1.3 FUNDING, pg. 9	Is the state considering the cloud hosting in a FedRAMP-compliant Government Cloud and its related operational costs to be included within the \$600,000 project budget? Based on Exhibit E, it is unclear.	Yes, if a Vendor were to store the data in a FedRamp site, this would be included in the proposed costs.

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No.	RFP Section	Question	Answer
101	RFP Section 3.1 PROPOSAL REQUIREMENTS, pg. 20	For emphasis and ease of locating information, is it acceptable to make section headers in font sizes other than 12 point?	Yes, however the body must be in 12 point.
102	RFP Section 3.5 (M) SUBMISSION OF PROPOSALS, pg. 21	Given that proposers are to submit their proposals via e-mail, please provide information regarding the size files that can be transmitted into WDVA's e-mail system, along with any related information or instructions and/or alternatives for satisfactory electronic submission of proposals.	As discussed at the conference, the Vendor may have to separate their transmissions into many emails or Vendors are welcome to include links to enterprise file sharing services within their submission emails if the limit is problematic for their submission for the WDVA to download. The limit on file size for email attachments is 25MB.
103	RFP Subsection 6.1.1.1. Overview, pg. 28	Can WDVA please clarify your definition of SaaS and PaaS as related to this RFP, specifically related to the pricing model desired?	The WDVA requires that the EVCMS solution be hosted in the cloud. Users will point their browser to a URL that is outside the State's domain and firewall. The State is not prepared to host this solution. There are ample definitions of SaaS and PaaS available in the cloud. We expect vendors to understand these technology approaches but also realize many definitions are moving targets and are often subject to the whims of vendors selling cloud-based solutions.
104	RFP Subsection 6.1.1.2 Phase I, pg. 28 and Strategic Technology Integration Plan	The Strategic Technology Integration Plan contains multiple references to VAPP and VAPP.com. Is it the intention of the WDVA that the proposed system to utilize and/or interface with VAPP? Please provide any additional available information.	There is no expectation for the EVCMS to interface with the VAPP or VAPP.com.
105	RFP Subsection 6.1.4 Scope, pg. 30, RFP Subsection 7.3.4 Training Requirements, pg. 44, and RFP Subsection 7.3.5 Scalability and Capacity Requirements, pg. 45	<p>System Users</p> <p>a. Please provide a breakdown by number of the levels and types of the approximately 80 initial users of the system?</p> <p>b. Is it envisioned that "vendors" to WDVA will be users of the system?</p> <p>c. Does WDVA envision a fiscal component as part of the EVCMS solution? If so, please provide information about users of it.</p>	<p>a. Approximately 77 users, 3 system administrators.</p> <p>b. See answer to Question 7.</p> <p>c. Yes, WDVA envisions that fiscal resources that directly support client case plans, such as gift cards or fiscal support provided by the HVRP and VIP programs, are captured in the EVCMS and reportable. Any of the 80 initial users may need to use this functionality.</p>

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No.	RFP Section	Question	Answer
106	RFP Subsection 7.3.2 Performance and Availability Requirements, pg. 43	Does the state have specific system availability and recoverability requirements such as uptime, RTO and RPO objectives as well as regular hours of operation anticipated for the production environment?	<p>The WDVA has not defined recovery time objectives or recovery point objectives for the EVCMS. These requirements may be set forth in the future but do not impact this RFP. The State does not have specific standards for RTO and RPO.</p> <p>Regular hours of operation will be: 5:00 AM – 9:00 PM, Pacific Time (Standard and Daylight Savings as applicable).</p>
107	RFP Subsection 7.3.3. Maintenance and Support Requirements, pg. 43	Subsection 7.3.3 contains a requirement that “The Vendor must support all interface upgrades, changes, or addition of new interfaces.” Does WDVA envision that such support would be accomplished via agreed upon change management processes?	<p>There are currently no system or application interfaces that are required. The RFP discusses a future interface with a TBI mobile application (see Answer 8 and Section 7.3.8 of the RFP).</p> <p>When new interfaces are required in the future, the WDVA expects any existing Service Level Agreement be updated to include support for that interface. Use of a Change Management process may be desirable, but support for a new interface may involve a separate project, depending on the complexity and scope involved. This will be determined when and if a new interface is required.</p>
108	RFP Subsection 7.3.4 Training Requirements, pg. 44	<p>Training</p> <p>a. In addition to train-the trainer, what type of training by category is expected by WDVA for this project? (End User, System Administration, Fiscal, etc.)</p> <p>b. How many people are expected to participate for each category to be trained?</p> <p>c. Will WADVA provide the space and other necessary accommodations for face-to-face-training?</p> <p>d. Will any users needing accessibility accommodations be attending training?</p>	<p>a. We expect at least two training roles: end user; system administrator.</p> <p>b. We anticipate 77 end-users and 3 system administrators.</p> <p>c. Yes.</p> <p>d. We do not know the answer to that question but the agency will make any accommodation required.</p>
109	RFP Subsection 7.3.8 Interface Requirements, pg. 46-47	Related to interfaces to iOS and Android native applications, is there a backend system or database that the mobile applications connect to as an interface point, or does WDVA envision a more direct interface to the native mobile application itself?	The mobile application is not developed yet, there will be a desire for a more direct interface as the EVCMS and TBI APP are both developed.

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No.	RFP Section	Question	Answer
110	RFP Section 10 PROPOSED SOLUTION COSTS, pgs. 53-55 and Exhibit E	Please confirm that there is no requirement to submit the Cost Proposal (Exhibit E) separately from the rest of the proposal.	Exhibit E will be part of the Vendors proposal. It will be a separate section within the proposal.
111	RFP Subsection 9.1.1.1 Instructions to Complete Business and Technical Requirements, pg. 50 and RFP Subsection 12.5.1 Vendor Demonstrations (If Required), pg. 58	Can WDVA please provide additional clarifying information regarding what is envisioned when referencing customization paid for by Vendor and customization paid for by client (regardless of whether standard functionality exists or if the feature is not present)?	<p>The intent behind the Vendor Requirement Dispositions discussed in the RFP on page 58 was to gauge vendor responses to our requirements and to measure how much of each vendor's response will be standard functionality, customization, or a blend of both. Most clients purchasing IT solutions want the most functionality offered as standard and the least amount of customization, owing to the fact that customization is usually more costly and inherently more risky in terms of quality and project performance. The WDVA recognizes that many of its unique business information requirements (see Requirements R222 through R415) will necessitate some customization.</p> <p>For more information on this topic, see answer to Question 39.</p>
112	Exhibit F-General	Assuming the solution is hosted on Microsoft's Azure Government Cloud that is FedRAMP compliant, will the State consider a Type 2 SOC 2 with Security TSP audit to cover the security requirements listed in Exhibit F?	Third party audits are often used to show compliance with state IT security standards. However, SOC 2 Type 2 audits generally do not cover all the controls on their own and additional information may be necessary to demonstrate compliance.
113	Exhibit F-Remote Access Row 245	Per Exhibit F, under Remote Access, Row 245 "Requires two-factor authentication using hardware or software tokens or digital certificates": Does the state require that the system implement its own two-factor authentication scheme, or is there an existing statewide identity management system integration needed?	WDVA has not mandated the use of a particular system MFA scheme, nor has it mandated additional identify management integrations. WDVA utilizes Microsoft Active Directory Domain Services (AD DS) as its primary identity management system for in-network access.
114	Exhibit G-General	The term "persist" or "persisted" is used in multiple instances throughout Exhibit G. Can the State please provide clarifying information regarding this term and expectations for the proposed solution?	See answer to Question 35.
115	Exhibit G-R26	R26 – Are HTML web forms an acceptable format? The requirement lists that target form would be designed in Adobe, which suggests PDF.	Yes, provided the printed result closely approximates the original form.

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No.	RFP Section	Question	Answer
116	Exhibit G-R27 & R28	R27 and R28-Please share any additional available information regarding the provision of a contractor portal in Implementation Phase I, including what type of access/use contractors would need to have to the system.	<p>See answer to Question 7, second paragraph.</p> <p>Also see the sample A19 at: http://www.dva.wa.gov/about-wdva/rfp. The A19 is an Excel worksheet that is designed as a form. This is the current mechanism used by Professional Providers to enter session and billing information. The WDVA envisions retiring the A19 once this information can be directly entered in the EVCMS.</p> <p>See also R30, which is planned as a Phase 2 requirement.</p>
117	Exhibit G- R35 and R36 and R194	<p>Mobile</p> <p>a. R35 and R36 – Is it the desire of the agency to have this solution deploy as a mobile application on iPhone or Android, or is this a reference to the WDVA TBI mobile application only?</p> <p>b. R194-Is WDVA looking for mobile capabilities that are equivalent to the web application of the system or for specific mobile capabilities? If it is for specific mobile capabilities, please provide additional information regarding what is desired.</p>	<p>a. There is no desire for the EVCMS to deploy as a native mobile application. The WDVA TBI Mobile application is intended to be client or customer facing, with some interface with the EVCMS.</p> <p>b. EVCMS capabilities on mobile devices do not need to be native, full scalability to a tablet or smart phone is needed for field work.</p> <p>c. See answer to Question 8.</p> <p>d. See answers to Questions 8, 77 and 85.</p>
118	Exhibit G-R50	R50-Please clarify what this requirement is asking.	R50 is a duplicate of R26. See R26.
119	Exhibit G-R56 and 57	R56 and R57-Please confirm that WDVA desires a portal for clients to use in independently filing an application (rather than assisted by staff in an office), and if so provide any additional available information.	<p>In addition to the last paragraph in answer to Question 7, R56/R57 assume a future scenario that a veteran, spouse or family member may complete basic application information without the direct assistance of a WDVA staff member. This scenario may or may not be realistic.</p> <p>Vendors responding to R57 should interpret the requirement that a progressive page after page rendering, like many wizards in use today, is desirable by the WDVA should the above scenario be utilized.</p>
120	Exhibit G-R221	R221 reads in part, “[NOTE: See Notes column for associate business entity model that contains the attributes.],” but there does not appear to be any such information in the Notes Column (Column I). Please clarify.	<p>The Note in R221 should be struck.</p> <p>The Business Entity Models are documented in RFP section 6.3.4.1. These documents are made available at http://www.dva.wa.gov/about-wdva/rfp.</p> <p>The file name is:</p>

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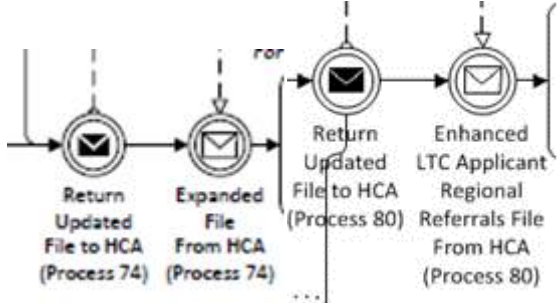
No.	RFP Section	Question	Answer
			WDVA_ANALYSIS_MODELS_V11 To-Be BEMs.pdf
121	General	Does the WDVA anticipate use of Federal funds?	No.
122	General	The proposed solution leveraging current “person-centered” case management practices will contain multiple Vendor parties’ intellectual property. The Vendors will propose only a broad licensing right which appears to be contradictory to the “Ownership in Data” section of the contract and language throughout the RFP broadly. If the proposed solution most closely meets the WDVA’s needs, will the WDVA be willing to enter into license agreements with the respective vendors only?	At this time the desire is that the Vendor will have all licensing agreements. If there are issues with any terms and conditions within the sample contract Exhibit C, then please identify these issues and propose changes in your response in Exhibit D.
123	General	Insurance: There are multiple sections in the RFP that describe required insurance coverage which we would ask be conformed into a single section in a final agreement. The mechanics of our coverage differs, though not in the amounts of coverage requested, i.e. providing additional insured status via a blanket endorsement. Will WDVA be willing to accept changes in the approach to coverage so long as the amounts are satisfied?	Yes, they may be considered. This is negotiable, however. as stated in Question 122, please identify all issues in Exhibit D.
124	General	We note that there are terms typically associated with system implementations that do not appear to be present in the RFP or underlying terms and conditions. We specifically noted the absence of limitation of liability language which are often included in commercial arrangements as well as reflected in other states’ IT services contracts. Will the state consider a reasonable liability cap if reasonable exclusions are also accommodated?	The WDVA and State will consider any additions of commercial terms that are appropriate for this type of contract. Please identify them and enter them in Exhibit D. We will consider reasonable liability caps, but there is no guarantee until we have reviewed the changes required and discussed with the Vendor chosen.
125	General	In the RFP there is language about rates per person and only hours worked per person will be paid. There is also	It is a time and materials with a fixed not to exceed cost. See response to Question 73.

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No.	RFP Section	Question	Answer
		a form that the vendor must fill out stating that this is a fixed bid contract. Will the contract be administered as a time and material engagement or as fixed bid deliverable?	
126	Section 2.3 ESTIMATED SCHEDULE OF PROCUREMENT ACTIVITIES	Change in schedule.	Change in the estimated schedule for the final demonstrations. See updated Section 2.3 as Exhibit 3 to Amend 2 of RFP 2016-001.
127	Exhibit G	Regarding requirements: R29, R68 - what is A19?	See answers to Questions 79 and 116.
128	Exhibit G	Why are so many requirements duplicated?	We presume you refer to R222 through R309. While these seem to be duplicate requirements, each requirement is describing support for a unique piece of business information. If your proposed solution can meet each requirement through standard functionality, customization or both, then you will likely have similar Vendor Requirement Disposition responses. However, it is our experience that some software solutions limit the number of custom fields, say, 30 or perhaps 100. In this case, we wish to know what the limits may or may not be, which may impact how well a particular proposed solution may meet the overall needs of the agency.
129	Exhibit G	<p>Can we have a copy of the following reports for each of the referenced requirements?-</p> <p>R172 - Transitional Housing Services Program Grant and Per Diem Program Report (Start Date, End Date (Quarter), Number of Clients, Aggregate Outcome Goal, Aggregate Outcome Measurement, Percent of Goal)</p> <p>R173 - Thurston IVP Status Report (Client ID, Other ID, Consumed Service Description, Program Client Assessment Factor Assessment Factor Name, Program Client Assessment Factor Assessment Factor Outcome, Program Client Assessment Factor Comments)</p>	<p>Sample reports for requirements 172-182 have been posted to the WDVA Website. They can be accessed at:</p> <p>http://www.dva.wa.gov/about-wdva/rfp .</p> <p>Reports for Requirements 183-187 do not exist at this time. They are considered future report requirements that we desire in the solution.</p>

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No.	RFP Section	Question	Answer
		<p>R174 - Behavioral Health Services King County Unique Report</p> <p>R175 - Behavioral Health Service King County Human Services Client Profile Report.</p> <p>R176 - Behavioral Health Service King County Human Services Outcomes Report</p> <p>R178 - Reports - WDVA Quarterly HVRP sent to DOL-VETS. Participant Worksheet Only.</p> <p>R179 - Reports - WDVA CABHI BRIDGES Workbook</p> <p>R180 - Reports - WDVA Service Center eBenefits Letters Sent</p> <p>R181 - Reports - WDVA Service Center CSO Referral Report</p> <p>R182 - Reports - WDVA Service Center Department of Licensing Report</p> <p>R183 - Reports - WDVA Number of Veterans Served on a Specific Date or Date Range</p> <p>R184 - Reports - WDVA Number of Veterans Housed in Building 9 on a Specific Date or Date Range</p> <p>R185 - Reports - WDVA Number of Veterans Served in King County on a Specific Date or Date Range</p> <p>R186 - Reports - WDVA Number of Veterans Served in WDVA's Three Service Centers (Olympia, Retsil, and Seattle) on a Specific Date or Date Range</p> <p>R187 - Reports - WDVA Number of Veterans Active in a Specific Program on a Specific Date or Date Range</p>	

No.	RFP Section	Question	Answer
130	Section 6.3.3 Business Processes	The file name: WDVA_AS_IS_PROCESSES_V21.pdf has been revised to WDVA_AS_IS_PROCESSES_V22.pdf.	<p>This: Should Read:</p>  <p>Download for the new version of WDVA_AS_IS_PROCESSES_V22.pdf can be found at: http://www.dva.wa.gov/about-wdva/rfp</p>
131	Section 6	Would you please forward to my attention a copy of the Executive Summary of the Strategic Technology Integration Plan referenced in §6.1.1.2?	Please see the document at: http://www.dva.wa.gov/about-wdva/rfp
132	General	Will the place of performance be in the State of Washington, on site at the WDVA facility, or at contractor locations?	This all depends on the work to be performed. We envision there will be time spent working at the contractor's location but we also would expect some work to be performed at the WDVA's location, especially any possible user interface work with subject matter experts, contractor attendance at major milestone meetings, and any user testing, if applicable. (Other activities may also warrant on-site attendance.) The solution proposed by the Vendor will most likely determine where the project work will be performed.
133	General	Does the WDVA seek a COTS solution, or is customization acceptable??	We are looking for the Vendor to propose the best solution for the WDVA.